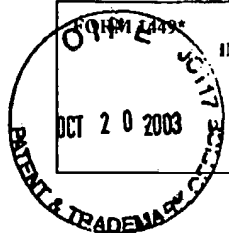


Date Mailed: OCTOBER 17, 2003

Sheet 1 of 2



INFORMATION DISCLOSURE STATEMENT

IN AN APPLICATION

(Use several sheets if necessary)

Docket Number:
12020.1USC1Application Number:
10/622,260

Applicant: RICE

Filing Date: 07/17/2003

Group Art Unit: UNKNOWN

2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
2015	4,620,066	10/28/1986	Bushnell et al.	1	1	1
	4,689,815	08/25/1987	Grewal et al.	1	1	1
	5,008,930	04/16/1991	Gawrys et al.	1	1	1
	5,299,259	03/29/1994	Otto	1	1	1
	5,309,505	05/1994	Szlam et al.	1	1	1
	5,309,513	05/03/1994	Rose	1	1	1
	5,335,268	08/02/1994	Kelly, Jr. et al.	1	1	1
	5,335,269	08/02/1994	Steinlicht	1	1	1
	5,392,346	02/21/1995	Hassler et al.	1	1	1
	5,436,965	07/25/1995	Grossman et al.	1	1	1
	5,440,623	08/08/1995	Moore et al.	1	1	1
	5,511,112	04/1996	Szlam	1	1	1
	5,515,428	05/07/1996	Sestak et al.	1	1	1
	5,555,299	09/10/1996	Maloney et al.	1	1	1
	5,563,937	10/08/1996	Bruno et al.	1	1	1
	5,590,176	12/31/1996	Agarwal et al.	1	1	1
	5,590,188	12/31/1996	Crockett	1	1	1
	5,592,542	01/07/1997	Honda et al.	1	1	1
	5,621,790	04/1997	Grossman et al.	1	1	1
	5,825,869	10/20/1998	Brooks et al.	1	1	1
	5,889,799	03/1999	Grossman et al.	1	1	1
	5,923,745	07/13/1999	Hurd	1	1	1
	5,991,395	11/23/1999	Miloslavsky	1	1	1
2015	6,285,752 B1	09/04/2001	Rice	1	1	1
	6,621,900 B1	09/16/2003	Rice	1	1	1

EXAMINER

Benny Q. Tren

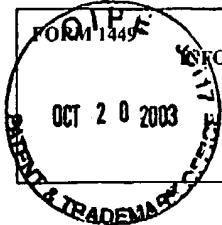
DATE CONSIDERED

8/22/04

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form for next communication to the Applicant.

Date Mailed: OCTOBER 17, 2003

Sheet 2 of 2

	INFORMATION DISCLOSURE STATEMENT	
	IN AN APPLICATION	
	(Use several sheets if necessary)	
Docket Number:	12020.1USC1	Application Number:
		10/622,260
Applicant: RICE		
Filing Date: 07/17/2003	Group Art Unit: UNKNOWN-2642	

FOREIGN PATENT DOCUMENTS							
	DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO
2018	0 806 858 A2	11/12/1997	EP	—	—	✓	
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)							
2018		Declaration of Blake Rice (March 29, 1999)					
↓		Derville, D. et al., "Call Centers: A Strategic Issue for both Customers and Suppliers," <i>Alcatel Telecommunications Review</i> , pp., 275-283 (1996).					
		Gunnerson, S., "Advancements in Dialer Technology", <i>TeleProfessional</i> , page 44 (May 1998).					
		Hassler, K. et al., "Revolutionizing DEFINITY® Call Centers in the 1990s," <i>AT&T Technical Journal</i> , Vol. 74, No. 4, pp. 64-73 (July/August 1995)					
		"Mosaix 5000 Call Management System", 3 pages (Date Unknown)					
		Mussig, D., "Call Centers: A Strategic Issue for both Customers and Suppliers," <i>Alcatel Telecommunications Review</i> , pp., 275-283 (1996).					
↓		Paris, G., "The next generation call center," <i>Perspectives</i> , 3 pgs. (1996).					
2018		Viking Electronics, Inc., 1992 Products Catalog, page 5					

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EXAMINER	Benny Q. Tien	DATE CONSIDERED	8/22/04
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